

COMMUNICATION SPECIALIST TRAINEE (655-05)

SALARY: \$30,929.60 - \$41,662.40 annually, plus liberal fringe benefits

THIS POSITION REQUIRES SHIFT WORK – NIGHTS – WEEKENDS & HOLIDAYS

THE POSITION

This is trainee-level work of average difficulty in receiving and responding to both emergency and non-emergency telephone calls, and operating a two-way radio to dispatch and communicate with mobile fire-rescue units in a Fire-Rescue Telecommunications Center. The purpose of this classification is to train and prepare the employee to perform all of the duties of a Communications Specialist.

NOTE: The duties of this position will include all of those duties set forth in the official job description.

THE REQUIREMENTS

Be able to type a minimum of 25 net words per minute.

NECESSARY SPECIAL REQUIREMENTS

Successfully pass the Emergency Medical Dispatcher test prior to completion of the probationary period.

Successfully complete training program as outlined by the Fort Lauderdale Fire-Rescue Department.

NOTE: Required certifications, once received, must be kept current to continue employment in this class.

THE EXAMINATION

The examination will consist of the following:

	<u>Weight of Test</u>
Written Examination.....	50%
Typing Test	Pass/Fail
Oral Interview	50%
Polygraph Examination	Pass/Fail
Background Investigation	Pass/Fail

Applicants must attain a minimum score of 70 in each weighted part of the examination in order to qualify. Applicants must pass the Typing Test in order to be placed on the eligible register. All successful applicants will be required to pass a medical examination, including drug screening, prior to appointment.

WRITTEN EXAM TOPICS: Listening Ability Skills, Read and Understand Operating Procedures, Map Reading, Public Relations & Zone Coding.

HOW TO APPLY

Application forms should be filled out completely and should clearly show that the minimum qualifications are met. Eligibility for hire may be based on a rating of the application; therefore, completeness and accuracy are of the utmost importance. Official City of Fort Lauderdale applications will be accepted and received at the Department of Human Resources, City Hall, 100 North Andrews Avenue – 3rd Floor, Fort Lauderdale, Florida, open continuously until sufficient applications have been received.

CITY OF FORT LAUDERDALE, FLORIDA
COMMUNICATIONS SPECIALIST TRAINEE

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Under close supervision, the employee in this class will learn and demonstrate ability to process incoming calls, to interview callers to determine the nature of calls, to classify calls, and to take appropriate action to respond to calls. The employee is also expected to learn and demonstrate ability to operate a radio console and a computer aided dispatch (C.A.D.) terminal to transmit information. As a trainee the employee must exhibit ability to perform work which involves a high degree of concentration and instant decision-making and which requires considerable knowledge of fire-rescue terminology, laws, ordinances, rules and regulations, and emergency and non-emergency services and agencies available to respond to citizens' calls. The trainee must also exhibit the ability to complete assignments quickly and accurately under emergency conditions and to handle several requests simultaneously.

During the training period, the employee may also receive requests for information, and provide reports orally and in writing to persons requesting information. The employee will be expected to exercise initiative and independent judgment in setting priorities for information requests, assigning units, and in determining sources of information.

Work will follow a well-defined training program and will be performed in accordance with established procedures. Work will be reviewed by a shift supervisor or fire-rescue official through study of activity records, reports from users of services, close direct observation, and by random or direct monitoring of telephone calls and radio traffic.

Communications Specialist Trainee Working Conditions

As a Communications Specialist Trainee, you will be expected to deal with many stressful situations in a calm and professional manner. Before you begin the testing process, you must be aware of the following:

1. The dispatch center operates on a 24 hour, 7 day-a-week schedule. There are three shifts: daytime, evening and midnight. As a new employee you can be assigned to any one of the three different shifts during your probationary period.
2. You will have scheduled days off, but you will work a high percentage of nights, holidays and weekends.
3. Due to operational needs of the center you may be required to work overtime or be called in for overtime on your day off.
4. While in training you will need to study manuals and have someone closely monitor your work and instruct you in front of other communications staff.
5. If you smoke, you will be required to do so only during your scheduled breaks or lunch periods.
6. All phones and radios are recorded and the computer aided dispatch system is electronically surveyed. You must maintain a professional demeanor at all times.

Being a Communications Specialist Trainee requires a very special person and is a very rewarding job.

Please be sure that you can accept the above requirements of the position.